



## THE COUNTY OF KAUAI

DEREK S. K. KAWAKAMI, MAYOR

MICHAEL A. DAHLIG, MANAGING DIRECTOR

### News Release

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DEPARTMENT OF FINANCE  
REIKO MATSUYAMA, DIRECTOR  
Tel (808) 241-4200  
Fax (808) 241-6529

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### **County reminds public of new Kupuna hours at DMV and process for rescheduling appointments**

LĪHU'E – The County of Kaua'i is reminding residents of the new Kupuna hours at the Department of Motor Vehicles (DMV), and the process for rescheduling appointments online for the general public.

Kupuna hours were adjusted this week as the county returned to a normal five-day work schedule. Kupuna hours are now offered from 8-9 a.m., Monday through Friday. During these hours, no appointments are necessary for those ages 65 and older, and Kupuna will be seen on a first-come, first-served basis. Based on the overwhelming popularity of this pilot program, Kupuna are advised to arrive early enough to be in the building by 8:45 a.m. in order to ensure service that day. Except road testing, all other DMV services will be offered to Kupuna during these dedicated hours.

Updates to the DMV's Kupuna hours will be announced as changes are needed.

Additionally, to accommodate the new Kupuna hours and the county's return to a five-day work schedule, officials needed to cancel some appointments that were previously booked between 7 a.m. and 9 a.m., and between 4 p.m. and 5 p.m. A notice went out to those individuals, but officials are reminding everyone with canceled appointments that they must reschedule a new appointment online.

"Appointments can be made up to 60 days in advance through our online system," said Finance Director Reiko Matsuyama. "While we are currently working hard to call everyone



impacted by the scheduling change, we are experiencing a heavy backlog. Those still needing to make an appointment are advised to check our website daily for new available time slots. We would like to thank everyone for their patience and understanding as we continue to follow safety measures that limit in-person contact, while serving the public to the best of our ability.”

DMV services are available to the general public by appointment only from 9 a.m. to 4 p.m., Monday through Friday. Appointments can be made online at <https://kauaidmvappt.cxmflow.com/en/WizardAppt/Units>.

To access the link through the County of Kaua'i website, visit [www.kauai.gov](http://www.kauai.gov) and click on the “GetInLineOnline” icon.

A list of required documents and answers to frequently asked questions can also be found on the county's website. For Drivers' Licensing, please visit [www.kauai.gov/DriversLicense](http://www.kauai.gov/DriversLicense) and for Motor Vehicle, please visit [www.kauai.gov/MVR](http://www.kauai.gov/MVR). Please be sure to bring all required documents to your scheduled appointment.

The county DMV ensures that the health and safety of the community and their associates has been and remains their primary focus. As a reminder, social distancing guidelines will be enforced, and masks will be required for entry and service.

For more information or questions, please contact the Drivers' Licensing Division at 241-4242 or the Motor Vehicles Division at 241-4256.

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